Service Quality Measurements

• Business Periods (8:00AM to 8:00PM local time versus Off-Hours 8:00PM to 8:00AM, weekends and Holidays) • Geographic Scope	• None
• Report Month • Scheduled Hours Available • Actual Hours Available • Percent MSAG CLECAvailability	• Report Month • Scheduled Hours Available • Actual Hours Available • Percent MSAG ILEC Availability
	If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete: • Less than 0.1% of unplanned down time, by interface, during either business period .

Service Quality Measurements

Measurement Detail

Collocation Provisioning (CP)

Due to the natural evolution of local telephone services over the years, ILECs own, rent, or lease buildings in most cities and towns. Many of these buildings house ILEC Central Office switches and equipment, giving them an advantage in the immediate marketplace. These same buildings often have extra space, due to technology compressing the size of equipment over time. In order to be able to compete and to install necessary equipment to do so, CLECs need access to space available in ILEC buildings or remote locations. ILECs need to respond in a timely fashion to CLEC requests. Delays will prevent the CLEC from serving customers, and thereby threaten to prevent meaningful competition in the marketplace.

Mean Response to Request Interval = $\sum$[(Request Response Date&Time) – (Request Submission Date&Time)]/(Count of Requests Submitted in Reporting Period)

Percent Responses Received within 5 Business Days = [(Count of Responses received within 5 Business Days)/(Count of Requests Submitted in Reporting Period)] x 100

Percent Physical Commitments Met = [(Count of Physical Commitments Met)/(Count of Physical Commitments in Reporting Period)] x 100

Percent Virtual Commitments Met = [(Count of Virtual Commitments Met)/(Count of Virtual Commitments in Reporting Period)] x 100

For CLEC Results: The response interval for each space request is determined by computing the elapsed time from the ILEC receipt of a space request from the CLEC, to the time the ILEC returns the requested information to the CLEC. Elapsed time is accumulated for each space request, consistent with the specified reporting dimension, and then divided by the associated total number of space requests received by the ILEC during the report period.

The "Percent Responses Received within 5 Business Days" is determined by first counting, for each specified reporting dimension, both the number of space request responses (via FOCs, Firm Order Confirmation Notices) received within 5 business days, and the number of space requests submitted in the reporting period. For each reporting dimension, the resulting count of space responses received within 5 business days, is divided by the number of space requests submitted in the reporting period and expressed as a percentage.

Service Quality Measurements

The "Percent Physical Commitments Met" is determined by first counting, for each specified reporting dimension, both the number of commitments met, and the number of commitments made (via FOCs) in the reporting period. For each reporting dimension, the resulting count of commitments met, is divided by the number of commitments made in the reporting period and expressed as a percentage. The same methodology applies to "Percent Virtual Commitments Met".

For ILEC Results: The ILEC computation is identical to that for the CLEC with the clarifications noted below:

Other Clarifications and Qualifications:

- Elapsed time is measured in days and hours.

• FOC for Request of Collocation Space • FOC Commitment for Construction start • FOC Commitment for Interconnection to ILEC • By ILEC Central Office or Remote location • Geographic Scope	• CLEC cancellations

• Report Month • Request Identifier (e.g., unique tracking number) • Request receipt by ILEC, date and time • Request type (per reporting dimension) • Response Date and Time • Commitments made for Physical or Virtual Collocation Construction start • Commitments Met for Physical or Virtual Collocation Construction start • Commitments made for Physical or Virtual ILEC Collocation Interconnection • Commitments Met for Physical or Virtual ILEC Collocation Interconnection • Geographic Scope	• Report Month • Request type (per reporting dimension) • Mean response interval • Geographic scope

If the ILEC does not deliver direct comparative results or the ILEC has not produced benchmark levels based upon a verifiable study of its own operation as agreed to with the CLEC, then result(s) related to the CLEC operation should be provided according to the following levels of performance in order to provide the CLEC with a meaningful opportunity to compete:

- Requests for space should be responded to within 5 business days.
- Commitments Met should be equal to or better than 98%.

Service Quality Measurements

Measurement Detail
Appendix A: Reporting Dimensions

	Add to LCUG list: • ISDN Basic Rate (BRI) • ISDN Primary Rate (PRI) • Unbundled DS3 Loop • Network Interface Device (NID) • Direct Inward Dialing (DID) • RCF (Remote Call Forwarding) for Ported Numbers • Signaling System 7 (SS7)
	Add to LCUG list: • Interim Number Portability (INP)
	• Interoffice Trunk Groups • Final Trunk Groups • Tandem Trunk Groups • End Office Trunk Groups • 911/E911 Incoming Trunk Groups

Measurement Detail
Appendix B: Glossary

Add to LCUG Document Glossary:

Completion: A "completion" is the transaction that the ILEC sends to the CLEC to inform the CLEC that a requested order has been completed. It means that all necessary work associated with an order or work request is done to meet customer requirements. This will include ensuring that Intercept Announcements and all feature changes have been tested and activated.

Grade of Service: Trunk group sizing is based on the Engineering criteria of "Grade of Service" and often refers to the mathematical "Poisson Tables" to quantify levels of Service (such as, P.01 GOS which equates to 1 in 100 "blocked calls", or 1% blockage).